

DDA-88-1418X

ROUTING AND TRANSMITTAL SLIP		Date
		7 July 1988
TO: (Name, office symbol, room number, building, Agency/Post)		Initials Date
1. PROCUREMENT MANAGEMENT STAFF/OL		
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Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

## REMARKS

#1 FOR ACTION AS APPROPRIATE.

PROVIDE A DROP COPY FOR DDA.

SUSPENSE: 25 JULY 1988

DDA REGISTRY  
FILE: 45-1

DO NOT use this form as a RECORD of approvals, concurrences, dispositions, or other actions

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OPTIONAL FORM 41 (Rev. 7-77)  
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LOGS-20-AR

**ServiceMASTER®****Industrial  
Management  
Services****ServiceMASTER Industrial  
Management Services**  
983 Old Eagle School Road  
Wayne, PA 19087  
215/687-6950

June 30, 1988

DD/A Registry  
88-1418XMr. Ray Huffstutler  
Deputy Director for Administration  
The Central Intelligence Agency  
Washington, DC 20505

Dear Mr. Huffstutler:


Would you consider an opportunity to provide guaranteed multi-year cost reductions to your housekeeping and support services departments, while significantly increasing employee productivity and site-wide quality? If these advantages, combined with continuing labor peace, is important, I would commend to you an investigation of ServiceMaster.

The ServiceMaster Company is the leading U.S. firm providing supportive management services for health care, educational and industrial customers worldwide. These services include a focus on housekeeping, plant operations and maintenance, employee food service, and materials management. ServiceMaster is currently providing these management services to over 1,500 sites worldwide including defense shipyards and aviation/avionic manufacturing plants, military installations and other highly sensitive secured sites. It's unique delivery system allows it to provide these management services through the client company's own hourly personnel. ServiceMaster's proven capacity to work with the client's workforce, rather than in place of it, has provided our clients significant advantage in realizing employee productivity in these "free-effort" departments.

ServiceMaster is neither a consulting firm nor a janitorial company. The very uniqueness of our financially guaranteed delivery system has interested both the Army and Air Force, and prototype installation assignment is underway. I intuitively believe the security requirements of the C.I.A. also lend itself well to this service alternative. Let me stress again that ServiceMaster does not utilize a contracted hourly workforce; rather they equip, train and "task manage" existing personnel with only a very small on-site managerial presence.

Mr. Huffstutler, I believe it may be of both political and budgetary advantage to the Agency to consider the cost effective service alternatives available from ServiceMaster. Please find enclosed a 1987 ServiceMaster Annual Report which will assist you in appraising our direction and financial stability. I would welcome the opportunity to discuss in depth this service alternative with you, and how ServiceMaster may be useful to you in successfully fulfilling your service requirements.

Respectfully,

  
Roger D. Thorne  
Division Manager - East Cost
RDT:cjr  
Enclosure**ServiceMASTER®**The ServiceMaster Company  
Limited Partnership  
ServiceMaster Management  
Corporation

# ServiceMASTER

## 1987 Annual Report

### Partners in Service